

Abstract

A method and apparatus are provided for routing multimedia calls within an automatic call distributor system having a automatic call distributor coupled to
5 the public switched telephone network and a host coupled to the Internet. The method includes the steps of receiving an Internet call from an Internet caller by the host through the Internet, requesting an agent assignment for handling the Internet call from the
10 automatic call distributor coupled to the public switched telephone network and transferring the Internet call to a terminal of the agent assigned by the automatic call distributor.

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